***AZIZ***

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**COVERING LETTER**

Dear Sir/Mme,

**I** would like to introduce myself as a candidate to the challenging position being offered by your esteemed organization.

* I have more than 20 years Management experience including (11 years in Abu Dhabi, 5 years in Germany).
* I have Bachelor Degree and excellent computer skills.
* I have excellent communication skills:  Arabic, English and German.
* I have Performance Management Skills Certificate
* I have 5 stars hotels management license
* I have sales and marketing IBT (International Basic Training) certificate
* **(Rewarded from Volkswagen Germany as the best sales performance in the regional retail qualification world championship 2012)**

**S**ince I have the required academic qualifications, similar work experience and have the skills as per your Person Specifications, I would like to submit my application for the suitable post. Accordingly, please find enclosed herewith my C.V for your kind perusal.

Thanking you in anticipation of your favourable response.

***OBJECTIVE***

Seeking a challenging position in the field of Management (Transportation/Automotive) that will utilize my skills and capabilities and provide me with an opportunity for career development.

***PERSONAL DATA***

\* **Date of birth:** 6th February 1971 - **Nationality:** Egyptian - **Marital Status:** Married.

***Education***

**High Education:** Bachelor degree, Graduated of Faculty of Law, Ain Shams University, Egypt

**Secondary Education:** Ramses Languages School

***LANGUAGES***

**Arabic**: mother tongue. **English**: fluent spoken &written (Lived in U.S.A. for two years)

**German:** fluent spoken &written. (Lived in Germany for five years)

***COMPUTER SKILLS***

* **Computer/Technical Literacy:** Computer-literate performer with extensive software proficiency covering wide variety of applications including: Microsoft office – Internet – Oracle – SAP - Telnet.

## ***Professional Skills***

* Leadership/Management Skills / excellent communications skills.
* Forecasting/ strategic planning/ p&l control/Problem-Solving/Creativity.
* Flexibility/Adaptability/Managing multiple priorities/ excellent analytical/research Skills.

***Trainings Achieved***

\* Volkswagen IBT (International Basic Training)

\* Volkswagen E-Training (products & innovation)

\* Management skills training (Abu Dhabi National Hotels) Abu Dhabi.

\* Costumer service & call center handling training (Hazem Hassan-Mobinil) Egypt.

\* Sales &spare parts training (Volkswagen) Germany.\* Sales & Marketing special diploma (A.M.C) Germany.

\* Marine out board engines technical training (Sharjah).

\* Water Vehicles technical training (Yamaha Academy) Dubai, Liwa.

\* ATV and motorcycles technical training (Yamaha Academy) Dubai.

\* Automotive product awareness training (Daihatsu regional office).

\* Time management training (spear head) Dubai.\* Negotiation skills training (spear head) Dubai.

\* SAP (systems, applications and products) end user training.

***WORK EXPERIENCE***

**\* Deputy General Manager at Tawasul Transport**

From 09/2016 till now

Key responsibilities:

\* Responsible of developing the company vision of annual revenue and services quality.

\* Setting Company strategic plans and departments goals.

\* Responsible of company FSC (Financial score card) to ensure that revenues expenses budgets are met.

\* Annual staff assessments and area of improvements and trainings needed.

\* Assigning corporate contracts to minimize the company overall expenses.

\* Monitoring Trans AD KPI to ensure targets are met.

\* Overseeing training and business development processes to ensure that hiring plans and Trans AD requirements are up to standards.

\* Controlling the company finance of invoices settlements, banking VS revenue.

\* Arranging the company purchases according to annual budgets.

\* Monitoring operation department to ensure that daily target average exceeded and drivers KPIs are met.

\* Monitoring day to day company fleet status ensuring that targeted utilization are exceeded by fleet department and company service center to maximize daily vehicles availability and daily running cost are minimized.

\* Responsible of the company contracting and negotiations on behalf of GM (insurance – accommodation – local purchases)

Key achievements:

\* Company annual revenue increased to 159.500 millions in 2016 comparing to 148.000 millions in 2015.

\* New corporate contracts replaced and contributed in company overall expenses reduction.

\* Fleet vehicles insurance contract replaced saving 3.5 million.

\* Fleet vehicles tyres contract replaced saving 800.000.

\* Fuel management system purchased saving 1.2 million annual excess fuel.

\* Drivers accommodation contract replaced providing much better facilities and annual savings of 500.000.

\* Drivers and employees' medical care contract providing better services and a saving of 150.000.

\* Fleet vehicles running cost reduced by implementing 15.000 km oil services saving 1.5 million and 30.000 km oil services replacement is under processing.

\* Company daily expenses reduced by implementing 16 hours instead of 24 hours and 12 hours operation is to be studied.

\* Annual staff assessment done indicating area of improvements and necessary training provided and overall staff productivity increased.

\* Full set up of the company new work place including departments and service center needs and requirements (to be accomplished end of 2017).

\* Oracle full system deployed providing easier work flow and more control tools and accurate data provided to all concerned departments.

**\* Area Manager at Al yousuf Motors**

From 06/2014 till 08/2016

Key responsibilities:

\* Managing area group of divisions to maintain proper daily operation (4showrooms – 4 Service centers – 4Spare parts)

\* Leading a group of product managers to ensure products availability and proper order timing.

\*Leading and coaching sales team to maintain customer satisfaction and retention.

\* Managing all group events participation and marketing activities (Liwa festival Tal Muraeb western region, Water Vehicle Safety Campaign, Jet Ski National Race in coordination with Abu Dhabi international Marine Sports Club, Abu Dhabi Motor Show ADNIC).

\* Forecasting monthly and annual products sales and operation expenses.

\* Maintaining HR policies and procedures and all related matters.

\* Maintaining area inventory up to levels.

\* Arranging monthly auditing reports insuring inventory matches records.

\* Planning and providing all requested trainings to keep staff updated and providing best customer service standards.

\* Monitoring sales tracks and ensuring all divisions sales targets achieved.

\* Managing administrative matters includes expenses, transportation, accommodation and staff attendance and leaves.

\* Providing monthly and annual staff assessment.

\* Ensuring the area Net Profit annual target achieved.

**\*Fleet Sales Manager at Ali &Sons (Volkswagen)**

From 06/2010 to 06/2014

Key responsibilities:

*\** Developing new and potential business and identifying prospective customers.   
\* Organizing responses to customer requests, contract documents and specifications, provide quotations for products and technical information to effectively manage the business.   
\* Responsible for the pricing strategy and ensure that customer requirements are met in line with the contractual obligations.

\* Handling marketing activities and new released vehicles launches.

**\* Operations Manager at Abu Dhabi National Hotels (AL Ghazal Transport)**

From 11/2006 to 05/2010

Key responsibilities:

\* Managing a staff of 1150 employees & drivers within the Franchise Taxi Division.

\* Scheduling employee’s attendance, shifts, holidays and performance evaluation.

\* Providing the employees & drivers with the induction, training and development.

\* Handling the division monthly income target.

\* Monitoring **Rahal** Cards utilization and prevent cards abusing.

\* Handling Human Resources issues and employees problems resolutions.

\* Coordinating with AD-TRANS by conferences for tracking system solutions.

\* Producing reports and analysis including data research and the compilation of statistics.

\* Handling programs to track vehicle warranty recovery and analyzing trends to spot problems that need engineering attention.

\* Planning and developing programs to provide business solutions, strategic plans and benchmarks for Transportation management to help reduce cost and improve efficiency.

\* Liaising with internal and external department to ensure excellent services.

\* Maintaining appropriate tracking systems which include the equipment change/failure Notice.

**\* Five Stars Floating Boat General Manager at Siti First (Egypt)**

From 11/2002 to 10/2006

Key responsibilities:

\* Managing a staff of 1400 employees includes divisions’ managers, supervisors and executives.

\* Monitoring all the daily functions of the hotel

\* Organizing and directing all boat services, including front-of-house (reception, Concierge,

reservations), food and beverage operations and housekeeping.

\* Planning and organizing accommodation, catering and other hotel services;

\* Supervising maintenance, supplies, renovations and furnishings.

\* Recruiting, training and monitoring staff.

\* Managing budgets and financial plans and controlling expenditure.

**\* Call Center Manager at Mobinil (Egypt)**

From 09/1998 to 10/2002

Key responsibilities:

\* Managing a staff of 76 employees includes 70 agents and 6 supervisors.

\* Responsible for the daily running and management of a call centre through a good customer service.

\* Coordinate and motivate call centre staff and also coordinate staff recruitment.

\* Ensuring that calls are answered by staff within agreed time scales and in an appropriate manner.

\* Setting and meeting performance targets for speed, efficiency, sales and quality.

\* Handling the most complex customer complaints or enquiries.

**\* Marketing & Sales Director at Hazar Graphics (Egypt)**

From 09/1997 to 07/1998

Key responsibilities:

\* Supporting marketing and product development activities

\* Setting and meeting performance targets for speed, efficiency, sales and quality.

\* Supporting various trade shows and sales events

\* Maintaining up-to-date knowledge of industry developments and involvement in networks.

\* Preparing a business development plan consistent with the company's strategy.

\* Building long term relationships with customers at varying levels within their organisation.

**\* Area Sales Manager at Volkswagen (Germany)**

From 07/1992 to 06/1997

Key responsibilities:

\* Managing a team of 13 Sales Executives to achieve the territorial targets.

\* Enhance effectiveness (profitability, time-to-close, market share) of Automotive market segment through creative approaches to product/service offerings and bundling using market research, customer suggestions, business partnerships, trend analysis observation, etc.

\* Responsible for recruiting, developing, training and directing Automotive Market Specialists that will focus on the automotive dealer market segment.

\* Train and develop sales force through coaching and mentoring, direct and indirect training and follow-up on subordinates.

\* Interface directly with Dealer Groups to achieve own sales goals, increase market segment business awareness, ensure strong customer retention, obtain feedback on subordinates, etc.